

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

This chapter contains the conclusions and suggestions for further research based on the result from the previous chapter. The conclusions will be written based on the purpose of the final project, which later can be considered by Semen Padang Hospital to improve its service innovation performance.

5.1 Conclusions

The conclusions of this research are:

1. Knowledge sharing behavior has a positive but no significant effect on service innovation performance. This means better knowledge sharing behavior among employees will improve service innovation performance, but the effect is not significant.
2. Team culture has a positive and significant effect on service innovation performance. This means a good team culture will improve the performance of the service innovation.
3. Team culture has no significant effect on moderating the influence of knowledge sharing behavior on service innovation performance. This means that team culture does not have a significant influence to strengthen or weaken the influence of knowledge sharing behavior on service innovation performance.
4. The team culture can influence the service innovation performance in Semen Padang Hospital. Knowledge sharing among the employees also can affect the service innovation performance in this hospital, but the effect is not significant.
5. The proposed recommendations to improve the service innovation performance in Semen Padang Hospital are by improving the team culture among the employees. This can be done by making an employee reward

system, follow the works plan and procedure, and holding regular meetings bi-weekly.

5.2 Suggestions

In this section, there will be some suggestions that can be a reference in the implementation of further research. The suggestions are:

1. This research is only focused on the medical services unit at Semen Padang Hospital. Further research can be conducted to other units as well.
2. This research is only used two variables of knowledge sharing behavior and team culture to determine the effect of service innovation performance. Therefore, it is expected that further research can find other variables that are also able to influence better service innovation performance.

